

# Troubleshooting

## Tables of common problems and solutions

Use the tables in this section to help you diagnose and resolve problems encountered while using EDX and with suspended records. While the information found in these tables will not resolve all the technical problems you might encounter, they do address the most common issues.

If the information in these tables does not help you resolve EDX problems or error messages, please contact the Employer Service Center at 503-603-7788 or toll-free at (888) 320-7377.

### Access, login, and browser issues

Symptom/problem/error message	Explanation	Diagnosis/solution(s)
I cannot gain access to the EDX reporting system.	Users other than the Web administrator must create an account for themselves. The Web administrator then activates the account.	PERS gives Web administrators access to EDX. New payroll specialists can go to the EDX site and open a user account for themselves by clicking the Open a Payroll Specialist Account link and completing the user profile information.
Odd errors are displayed when trying to log in with multiple browser windows open.	Login information is shared across browser windows, which can create security errors when moving between windows.	Close all browser windows. Open a single Internet Explorer window, and log on to EDX again.
Received notification from EDX that my password is about to expire.	Passwords are set to automatically expire after 90 days.	Reset the password by following the steps outlined on pages 11–12.
EDX returned me to the login page when I took a short break from editing records.	For security purposes, EDX times out a user's session after 15 minutes.	You must log in again. A user cannot control or reset the time-out setting.
When attempting to log in, the error "Please verify ID and password" is displayed.	The user ID and password are case sensitive.	Make sure CAPS LOCK is off. If you are entering your login information correctly, contact the Employer Service Center.

**Error notification and correction**

Symptom/problem/error message	Explanation	Diagnosis/solution(s)
I do not receive e-mail notifications from PERS when data processes.	The Web administrator should verify that the desired recipient of EDX e-mail has been assigned the Employer Reporting 1 role.	If there is an Employer Reporting 1 role assigned, EDX attempts to e-mail that person first. If there is no one in that role, e-mails will be sent to the Web administrator.
I was just looking at an error on my report error list, and now it is missing.	Saving an error record removes that record from the error list.	When you save an error record, EDX assumes you have fixed the error. It will be removed from the error list until the next batch evaluation.  If only viewing a record, do not click the Save button. Click the Work on Reports link.
Flagged errors disappear from the error list, but the records have not been modified.	Flagged errors are only warnings.	A flagged error (preceded by "F") is not a true error but a warning that something about the record is unusual and should be checked for correctness. You are not required to edit these records, and the flagged records will post when all other suspended and bad format errors are cleared.
DTL2 records submitted for retired workers properly have the 07 – Retired/No Contributions wage code, but EDX suspends the DTL2 record with a message that there is open enrollment for the member.	DTL2 records with reported wage code 07 – Retired/No Contributions will not post if the member’s employment status in EDX has not been closed.	Make sure the retired member has been terminated in EDX through submission of a DTL1 termination record.  Call the Employer Service Center if uncertain about the member’s EDX employment status.

**Error notification and correction (*continued*)**

Symptom/problem/error message	Explanation	Diagnosis/solution(s)
“No Data Exists for the Year Requested.”	There is no wage and contribution data for the year you requested.	Make sure you are entering the correct year.  Verify wage and contribution records were submitted for the year requested. Try entering a different year.
When submitting a Regular Report containing multiple records for the same SSN, the records in that report suspend.	The problem can occur when submitting a report containing multiple records for the same member. An error in one record will cause the other records in the report to either suspend or go into “valid” status.	Do not combine negative and positive adjustment records for the same member within the same report when a change in the contribution start date is involved. Instead, create two separate Demographics and Adjustment Reports: one for positive adjustments and the other for negative adjustments.
DTL2 record (for wage code 02) suspends for a part-time or non-qualifying employee.	When using wage code 02 for a part-time or non-qualifying employee, the record will suspend once the total hours posted exceeds 599 hours.	Change the wage code to 01 or another applicable wage code.  <b>Note:</b> If the member has posted hours exceeding 599, he or she may be qualified to receive contributions. Submit positive adjustment records if the person is qualified to reflect contributions paid.

**Error messages and solutions**

#	Record type	Error message	Meaning and/or cause	Possible solution(s)
1	DTL1	“The PERS Status Code is 01 - New Hire and address fields, date of birth, or gender are blank or all zeros.”	DTL1 new-hire records require that you enter data into certain fields.	Review and correct the record. Fill in the required fields.
2	DTL1	“If country code reported other than U.S. of America, addresses must include Address Line 1, Province, Postal Code and Country and Country Code.”	EDX requires complete address information when entering information into any address field. Also, Country Code defaults to “None” if a complete address is not provided.	Complete the rest of the address if values are missing. Verify that Country Code has a value other than “None.”
3	DTL1	“The reported SSN does not exist in the system, and the PERS Status Code is not New Hire.”	No current record for this employee exists in EDX, either because: <ul style="list-style-type: none"> <li>• DTL1 new-hire record has not been submitted, is suspended, or is valid;</li> <li>• no DTL1 record has posted; or</li> <li>• the SSN is incorrect, as reported to either PERS or in the record.</li> </ul>	Submit a DTL1 new-hire record. Correct the SSN. Correct the suspended or valid record.

DTL1—Demographic record

DTL2—Wage and service record

**EDX error messages and solutions (*continued*)**

#	Record type	Error message	Meaning and/or cause	Possible solution(s)
4	DTL1	“The reported member does not have an open employment for the employer and no new employment record has been reported.”	EDX did not identify the member as having open employment within your organization, and no new employment record has been reported. (The record may have been submitted but is either suspended or in a “VLID” status.)  This error can also result if termination information has inadvertently been submitted.	Determine if new-hire information has been posted in EDX or if termination information has inadvertently been submitted. If new-hire information has not been previously submitted, create a DTL1 new-hire record. Correct the suspended or valid record. If termination information has inadvertently been submitted or solutions fail to correct the problem, contact the Employer Service Center for assistance.
5	DTL2	“The employer reported wages are equal to zero and the wage code is not 05 or 06.”	EDX expects DTL2 records to reflect wages unless Wage Code is “05 - Positive Adjustment” or “06 - Negative Adjustment.”	Review scenario.  Enter wages if they should have been reported. If an adjustment is being made, correct the wage code.
6	DTL2	“Reported Wage Code is required.”	A blank or incorrect wage code was provided.	Enter or correct the wage code and re-save record.
7	DTL2	“The regular hours are zero and the wage code is 01.”	You can only report regular salary with corresponding hours worked information.	Make sure the hours worked are reported if Wage Code is “01 - Regular Wages.”

DTL1—Demographic record

DTL2—Wage and service record

**EDX error messages and solutions (*continued*)**

#	Record type	Error message	Meaning and/or cause	Possible solution(s)
8	DTL2	“Subject Salary, Regular is greater than Gross Salary.”	By definition, gross salary includes subject salary, regular; therefore, gross salary must be equal to or greater than that amount.  Gross salary could also be incorrect.	Review the record and correct any errors.
9	DTL2	“Subject Salary, Overtime is greater than Gross Salary.”	By definition, gross salary includes subject salary, overtime; therefore, gross salary must be equal to or greater than that amount.  Gross salary could also be incorrect.	Review record and correct any errors.
10	DTL2	“Adjustments cannot be reported within the current reporting period.”	You cannot submit an adjustment record in the same report as the record you are trying to adjust.	Delete the adjustment record, and resubmit it in a later report.
11	DTL2	“Gross Salary must be numeric.”	Gross salary entered contains characters that are not numeric.	Make sure all characters entered in Gross Salary are numeric (other than decimal points).

DTL1—Demographic record

DTL2—Wage and service record

**EDX error messages and solutions (*continued*)**

#	Record type	Error message	Meaning and/or cause	Possible solution(s)
12	DTL2	“Multiple records for this SSN included in this report. Each of record’s PERS Job Class Code, Full Time Equivalent Hours Code, Average Overtime Hours Code are not unique, begin, end dates overlap.”	This occurs when two records for the same SSN contain duplicate information in any of the following fields: Job Class Code, Full Time Equivalent Hours Code, and Average Overtime Hours Code.	Enter this information only on DTL1 new-hire records or on DTL2 records when the employee is changing his or her role. Remove duplicated information from the appropriate record, i.e., if the report contains DTL1 and DTL2 records with this information, remove it from the DTL2 record. If the report contains multiple DTL2 records with the information, remove it from all but one record.

DTL1—Demographic record

DTL2—Wage and service record